

## CONTACT INFORMATION FOR STUDENT GRIEVANCE PROCEDURE

### INTERNAL PROCESS

#### Student Grievances

Please note that this grievance procedure is intended for grievances concerning a student's recruitment, enrollment, attendance, financial assistance, career services assistance, or the educational process or other school matters.

The student grievance procedure *does not* apply to student grievances regarding grades; academic dismissals; or verbal, physical, or visual harassment or discrimination, which are addressed in other sections of this catalog.

*Students are strongly encouraged to utilize the School's grievance procedure as outlined below. For additional state and accreditor contact information for filing complaints, please see Appendix C.*

This section describes the steps of Coding Dojo's Student Grievance Procedure, which is designed so that a student's grievance can be investigated and addressed promptly and without undue delay. In order to achieve that, it is strongly recommended that the student begin these steps at the first indication of a problem or concern.

Coding Dojo and the student agree to participate in good faith in this grievance procedure. Coding Dojo will receive all grievance information submitted by the student in strict confidence and Coding Dojo and the student agree to maintain confidentiality throughout the steps of the grievance procedure.

No reprisals of any kind will be taken by any party of interest or by any member of the school administration against any party involved. Coding Dojo will investigate all grievances fully and promptly.

The time periods set forth in these procedures can be extended by mutual consent, in writing, between the University and the student.

**A student should refer to the "Agreement to Submit to Coding Dojo's Grievance Procedure" section of his/her Enrollment Agreement for important terms and conditions regarding this grievance procedure and other rights. Nothing in the student's Enrollment Agreement prevents him/her from presenting any grievance to an accrediting agency or government agency authorized to hear such grievance prior to submitting such matter under this grievance procedure.**

#### Step 1:

Make an appointment to discuss the matter with the instructor and/or staff member most closely aligned to your concern. Coding Dojo **strongly** encourages the student to resolve grievances through discussion with the appropriate instructor or staff member at the **first** indication of a problem or concern to speed the process to resolution. However, the student can have up to ten (10) business days of the occurrence to take this Step 1.

Complaints involving a **policy or class** should first be discussed with the individual enforcing that policy or the class instructor.

The student can expect to receive a response within three (3) Business Days from the appropriate party involved in the incident.

#### Step 2:

If Step 1 fails to yield a mutually agreeable resolution between the student and instructor or staff member, the student should document the concern in writing, escalating their complaint to the appropriate department leader, faculty leader, or designee.

a. The formal written concern must state the issue and desired outcome, and should include a description of the actions taken to resolve the matter in Step 1. The description should be provided no later than ten (10) business days after receiving a response from Step 1. Coding Dojo will review the written statement and any supporting documentation provided. The appropriate designee will then gather facts and provide a written response for next steps within five (5) business days. Upon resolution of the investigation, all findings will be provided to the student.

#### Step 3:

If Step 2 fails to yield a mutually agreeable resolution, then the student may choose to file a formal grievance of the matter. If the student chooses to file a formal grievance, it is strongly recommended that the student files the grievance **upon receiving** the decision upon completion of Step 2, but no later than ten (10) business days after receiving the decision in Step 2.

a. All grievances should be submitted in writing to CTU's Ombudsman's Office via [StudentGrievances@coloradotech.edu](mailto:StudentGrievances@coloradotech.edu). Upon receipt, details will be reviewed by the appropriately designated University leader(s) with the involvement of CTU's Ombudsman's Office.

b. The role of the Ombudsman's Office is to act as an impartial, unbiased resource who is responsible for ensuring the compliance of the handling of the student grievance procedure at Coding Dojo. While the Ombudsman's Office is not able to overturn final outcomes proposed by Coding Dojo Leadership; they may provide alternative recommendations for resolution should that be appropriate.

c. Within three (3) business days after receipt of the grievance, the Ombudsman's Office and/or designated leader will make contact with the student to review the student's claim and supporting evidence provided. The Ombudsman's Office and/or designated leader will have an unbiased review of the complaint and the subsequent actions taken as well as the decisions rendered by all parties involved in the matter. Ombudsman's Office and/or designated leader will seek to ensure fair, consistent, and compliant treatment with regard to the matters complained of.

d. Within five (5) business days after making contact with the student, the Ombudsman's Office and/or designated leader will provide the student with a written response. The findings, reasoning, and conclusion of the review will also be provided in writing within five (5) business days or an otherwise mutually agreed upon timeframe. Any additional options available to the student will be addressed.

The written grievance, together with the findings of the review, will be documented in the student's record.

## COMPLAINTS TO EXTERNAL AGENCIES

### Student Grievances

Students are encouraged to follow the grievance process outlined in Equal Opportunity section of the catalog in case any complaints against the institution arise.

A student or any member of the public may file a complaint about this institution with the Colorado Higher Education Department by calling (303) 862-3001 or by completing a complaint form, which can be obtained on the bureau's Internet Web site, <https://cdhe.colorado.gov/complaint-procedures>

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Department of Higher Education at:

Colorado Department of Higher Education  
1600 Broadway, Suite 2200  
Denver, CO 80202  
Main: (303) 862-3001  
Fax: (303) 996-1329

**Accrediting Agency**

Complaints may be filed with the Higher Learning Commission, 230 South LaSalle Street, Suite 7-500; Chicago, IL 60604;  
<https://www.hlcommission.org/Student-Resources/complaints.html>